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Karl Tucker
Director – State Government Relations

February 25, 2020

e-DOCKET

Ms. Brinda Westbrook-Sedgwick
Commission Secretary
The Public Service Commission of the District of Columbia
1325 G Street, NW, Suite 800
Washington, DC 20005

RE: Formal Case No. 990 – Verizon Washington, DC Inc.'s Performance Assurance Plan
Aggregate Report for January 2020

Dear Ms. Westbrook-Sedgwick:

Enclosed is Verizon Washington, DC Inc.'s Performance Assurance Plan Aggregate Report
for January 2020.

If you have any questions regarding this filing, please contact me or Stephanie Ulrich on
717-777-3501 or at Stephanie.a.ulrich@verizon.com.

Respectfully,



cc: See Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that on this 25th day of February, 2020, a copy of the foregoing was served electronically or by first-class mail, postage prepaid, on the parties listed below.

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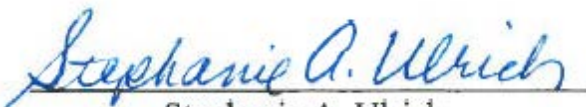
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Stephanie A. Ulrich

January-20

Performance Assurance Plan - Verizon DC

Section	Mode	Weighted Score	Market Adjustment
MOE	Loop	-0.0303	\$0
MOE	Resale	-0.0415	\$0
MOE	Trunks	0.0000	\$0
MOE	Total		\$0
Critical Measure	Loop		\$0
Critical Measure	Resale		\$0
Critical Measure	Trunks		\$0
Critical Measure	Specials		\$0
Critical Measure	Other		\$0
Critical Measure	Total		\$0
Individual Rule	Total		\$0
All	Grand Total		\$0

Performance Assurance Plan - Verizon DC

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Blank Stat. Score = Insufficient activity or no activity to perform a statistical test

Perf. Score	Wgt.	Wgt. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
-2	330	-0.0303	MOE-Loop	Loop Based Mode of Entry Totals								
0	2	0.0000	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	1.13	3.15		17		2.0144	
0	2	0.0000	PO-1-01-6030	Average Response Time - Customer Service Record (CSR)	CORBA	1.13			0			
0	5	0.0000	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSIW	1.13	0.87		98		-0.2687	
0	2	0.0000	PO-1-03-6020	Average Response Time - Address Validation	EDI	1.85	4.06		170		2.2102	
0	2	0.0000	PO-1-03-6030	Average Response Time - Address Validation	CORBA	1.85			0			
0	5	0.0000	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSIW	1.85	4.13		21		2.2849	
0	2	0.0000	PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	11.47	4.90		10		-6.5688	
0	2	0.0000	PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - xDSL	WEB GUI/LSIW	11.47			0			
0	5	0.0000	PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS		100.00					
0	5	0.0000	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		100.00					
0	5	0.0000	PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA		100.00					
0	5	0.0000	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					
0	2	0.0000	PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics				0			
0	10	0.0000	OR-1-02-3331	% On Time LSRC - Flow-through	UNE-L/Pre-qual Complx/LNP		100.00		710			
0	5	0.0000	OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		98.21		56			
0	5	0.0000	OR-1-06-3331	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		24			
0	5	0.0000	OR-2-02-3331	% On Time LSR Reject - Flow-through	UNE-L/Pre-qual Complx/LNP		98.78		164			
0	5	0.0000	OR-2-04-3331	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		20			
0	2	0.0000	OR-2-04-3341	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W Digital				0			
0	2	0.0000	OR-2-04-3342	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W xDSL Loops				0			
0	2	0.0000	OR-2-06-3331	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		32			
0	2	0.0000	OR-2-06-3341	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE 2W Digital				0			
-2	5	-0.0303	OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)		89.09		486			
0	5	0.0000	OR-5-03-3112	% Flow Through Achieved	UNE-L		98.39		62			
0	5	0.0000	OR-6-03-3331	% Accuracy - LSRC	UNE-L/Complex/LNP		0.00		134			
0	5	0.0000	PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2W xDSL Loops		100.00		2			
0	10	0.0000	PR-4-02-3112	Average Delay Days - Total	UNE-L	24.68		25	0	63.55		
0	2	0.0000	PR-4-02-3341	Average Delay Days - Total	UNE 2W Digital	2.50		2	0	2.12		
0	5	0.0000	PR-4-02-3342	Average Delay Days - Total	UNE 2W xDSL Loops	19.33	7.00	6	1	10.33		
0	5	0.0000	PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	4.84		62	0			
0	2	0.0000	PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital			0	0			
0	2	0.0000	PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	UNE 2W Digital	0.26		766	0			
0	2	0.0000	PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops		83.33		6			
0	5	0.0000	PR-5-01-3112	% Missed Appointment - Verizon - Facilities	UNE-L	0.00		62	0			
0	5	0.0000	PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE-L	0.00		62	0			
0	10	0.0000	PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	0.00		272	0			
0	2	0.0000	PR-6-01-3341	% Installation Troubles reported within 30 Days	UNE 2W Digital	0.00		272	0			
0	10	0.0000	PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	0.00	0.00	272	52		5.0000	
0	20	0.0000	PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC				0			
0	10	0.0000	PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC				0			
0	2	0.0000	PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2W Digital	0.00		766	0			
0	5	0.0000	PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2W xDSL Loops	0.00	0.00	18	9		5.0000	
0	20	0.0000	PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC				0			
0	10	0.0000	PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC				0			
0	10	0.0000	PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE-L Total HC			0	0			
0	2	0.0000	MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	4.61	3.10		132		-1.5101	
0	10	0.0000	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	23.33		570	0			
0	2	0.0000	MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2W Digital	23.17		574	0			
0	5	0.0000	MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	23.17	33.33	574	3			
0	10	0.0000	MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE-L	0.00		24	0			
0	2	0.0000	MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2W Digital	0.00		24	0			
0	5	0.0000	MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2W xDSL Loops	0.00	0.00	24	3			
0	5	0.0000	MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE-L	38.00		570	0	92.03		
0	2	0.0000	MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2W Digital	37.90		574	0	91.72		
0	2	0.0000	MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2W xDSL Loops	37.90	31.39	574	3	91.72		
0	5	0.0000	MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE-L	5.28		24	0	6.79		
0	2	0.0000	MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2W Digital	5.28		24	0	6.79		
0	2	0.0000	MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2W xDSL Loops	5.28	2.34	24	3	6.79		
0	2	0.0000	MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2W Digital	63.38		598	0			
0	2	0.0000	MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2W xDSL Loops	63.38	66.67	598	6		0.5567	
0	5	0.0000	MR-4-07-3112	% Out of Service > 12 Hours	UNE-L	63.46		457	0			
0	2	0.0000	MR-4-07-3341	% Out of Service > 12 Hours	UNE 2W Digital	63.77		461	0			
0	2	0.0000	MR-4-07-3342	% Out of Service > 12 Hours	UNE 2W xDSL Loops	63.77	33.33	461	6		1.9325	
0	10	0.0000	MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	32.82		457	0			
0	10	0.0000	MR-5-01-3112	% Repeat Reports within 30 Days	UNE-L	18.37		626	0			
0	2	0.0000	MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2W Digital	18.25		630	0			
0	2	0.0000	MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2W xDSL Loops	18.25	0.00	630	6		5.0000	

Performance Assurance Plan - Verizon DC

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Blank Stat. Score = Insufficient activity or no activity to perform a statistical test

Perf. Score	Wgt.	Wgt. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
-2	241	-0.0415	MOE-Resale	Resale Mode of Entry Totals								
0	2	0.0000	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	1.13	3.15		17		2.0144	
0	2	0.0000	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSIW	1.13	0.87		98		-0.2687	
0	2	0.0000	PO-1-03-6020	Average Response Time - Address Validation	EDI	1.85	4.06		170		2.2102	
0	2	0.0000	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSIW	1.85	4.13		21		2.2849	
0	5	0.0000	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		100.00					
0	5	0.0000	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					
0	10	0.0000	OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx		100.00		5			
0	5	0.0000	OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		4			
0	5	0.0000	OR-2-02-2320	% On Time LSR Reject - Flow-through	Resale POTS/Pre-qual Complx		100.00		13			
0	2	0.0000	OR-2-04-2320	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		3			
0	2	0.0000	OR-2-06-2320	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		1			
-2	5	-0.0415	OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)		89.09		486			
0	10	0.0000	OR-5-03-2000	% Flow Through Achieved	Resale		100.00		5			
0	10	0.0000	OR-6-03-2000	% Accuracy - LSRC	Resale		0.00		8			
0	5	0.0000	PR-3-01-2100	% Completed in 1 Day - one (1) to five (5) Lines - No Dispatch	Resale POTS	95.11	0.00	1,267	1			
0	15	0.0000	PR-4-02-2100	Average Delay Days - Total	Resale POTS	24.68		25	0	63.55		
0	10	0.0000	PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	4.84	0.00	62	1			
0	20	0.0000	PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	0.49	0.00	4,478	4			
0	5	0.0000	PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Resale POTS	0.00	0.00	62	1			
0	5	0.0000	PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS	0.00	0.00	62	1			
0	15	0.0000	PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	0.00	0.00	1,631	6		5.0000	
0	2	0.0000	MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	4.61	3.10		132		-1.5101	
0	2	0.0000	MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA	66.67	55.27		259		-11.4050	
0	10	0.0000	MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	15.38	0.00	182	3			
0	10	0.0000	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	27.06		388	0			
0	10	0.0000	MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Bus	0.00		19	0			
0	10	0.0000	MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Res	5.41		37	0			
0	5	0.0000	MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Bus	22.19	29.29	182	3	27.01		
0	5	0.0000	MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Res	45.42		388	0	109.27		
0	5	0.0000	MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Bus	8.17		19	0	12.05		
0	5	0.0000	MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Res	34.13		37	0	143.45		
0	5	0.0000	MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Bus	50.88	66.67	171	3			
0	5	0.0000	MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Res	69.74		304	0			
0	5	0.0000	MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	23.98	33.33	171	3			
0	5	0.0000	MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	36.84		304	0			
0	10	0.0000	MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	18.37	0.00	626	3			
0	5	0.0000	BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE		100.00		7,139			
0	140	0.0000	MOE-Trunks	Trunks Mode of Entry Totals								
0	5	0.0000	OR-1-12-5020	% On Time FOC	Interconnect Trunks(<=192 Forecast)		100.00		1			
0	10	0.0000	OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks				0			
0	5	0.0000	OR-1-19-5020	% On Time Response - Request for Inbound Augment Trunks	VZ Inbound Aug Trunks(<=192)				0			
0	5	0.0000	OR-2-12-5020	% On Time Trunk ASR Reject	Interconnect Trunks				0			
0	20	0.0000	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP		98.55		69			
0	20	0.0000	PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks				0			
0	5	0.0000	PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Interconnect Trunks	0.00		408	0			
0	5	0.0000	PR-5-02-5000	% Orders Held for Facilities > 15 Days	Interconnect Trunks	0.00		408	0			
0	10	0.0000	PR-6-01-5000	% Installation Troubles reported within 30 Days	Interconnect Trunks	0.00		408	0			
0	5	0.0000	PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnect Trunks	0.00		5	0			
0	5	0.0000	MR-4-01-5000	Mean Time To Repair - Total	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-05-5000	% Out of Service > 2 Hours	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-06-5000	% Out of Service > 4 Hours	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-07-5000	% Out of Service > 12 Hours	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-08-5000	% Out of Service > 24 Hours	Interconnect Trunks			0	0			
0	10	0.0000	MR-5-01-5000	% Repeat Reports within 30 Days	Interconnect Trunks			0	0			
0	5	0.0000	NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	CLEC Trunks		0.00					
0	10	0.0000	NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks		0.00					

Performance Assurance Plan - Verizon DC

Jan 20

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Perf. Score	Wgt. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
		CM-ALL	Critical Measures Totals								\$ -
0	10	OR-1-02-3331	% On Time LSRC - Flow-through	UNE-L/Pre-qual Complx/LNP		100.00		710			\$0
0	5	OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		98.21		56			\$0
0	5	OR-1-06-3331	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		24			\$0
0	2	PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital			0	0			\$0
0	10	PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	4.84		62	0			\$0
0	2	PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops		83.33		6			\$0
0	10	PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	0.00		272	0			\$0
0	2	PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	0.00	0.00	272	52		5.0000	\$0
0	20	PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC				0			\$0
0	10	PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC				0			\$0
0	20	PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC				0			\$0
0	10	PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC				0			\$0
0	2	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	23.33		570	0			\$0
0	2	MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	23.17	33.33	574	3			\$0
0	10	MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	32.82		457	0			\$0
0	10	OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx		100.00		5			\$0
0	5	OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		4			\$0
0	10	PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	4.84	0.00	62	1			\$0
0	20	PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	0.49	0.00	4,478	4			\$0
0	15	PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	0.00	0.00	1,631	6		5.0000	\$0
0	1	MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	15.38	0.00	182	3			\$0
0	1	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	27.06		388	0			\$0
0	5	MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	23.98	33.33	171	3			\$0
0	5	MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	36.84		304	0			\$0
0	5	OR-1-12-5020	% On Time FOC	Interconnect Trunks(<=192 Forecast)		100.00		1			\$0
0	10	OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks				0			\$0
0	20	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP		98.55		69			\$0
0	20	PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks				0			\$0
0	10	NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks		0.00					\$0
0	2	OR-1-06-3211	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE Specials DS1		100.00		2			\$0
0	2	OR-2-04-1200	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE/RES Specials		100.00		2			\$0
0	2	OR-2-06-1200	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE/RES Specials		100.00		1			\$0
0	2	PR-4-01-1210	% Missed Appointment - Verizon - Total	UNE/RES Specials DS0	33.33	0.00	18	5			\$0
0	2	PR-4-01-1211	% Missed Appointment - Verizon - Total	UNE/RES Specials DS1	20.00	0.00	10	1			\$0
0	2	PR-4-01-1213	% Missed Appointment - Verizon - Total	UNE/RES Specials DS3			0	0			\$0
0	2	PR-4-01-3530	% Missed Appointment - Verizon - Total	UNE IOF			0	0			\$0
0	2	PR-4-02-1200	Average Delay Days - Total	UNE/RES Specials	16.00		8	0	10.69		\$0
0	5	PR-4-02-3530	Average Delay Days - Total	UNE IOF			0	0			\$0
0	5	PR-5-01-1200	% Missed Appointment - Verizon - Facilities	UNE/RES Specials	100.00	0.00	4	4			\$0
0	5	PR-5-02-1200	% Orders Held for Facilities > 15 Days	UNE/RES Specials	100.00	0.00	4	4			\$0
0	5	PR-6-01-1200	% Installation Troubles reported within 30 Days	UNE/RES Specials	0.00	0.00	13	10		5.0000	\$0
0	2	MR-4-01-1216	Mean Time To Repair - Total	UNE/RES Specials (Non DS0/DS0)	5.98		20	0	5.30		\$0
0	2	MR-4-01-1217	Mean Time To Repair - Total	UNE/RES Specials (DS1/DS3)	5.64	5.26	18	5	6.22		\$0
0	2	MR-4-08-1216	% Out of Service > 24 Hours	UNE/RES Specials (Non DS0/DS0)	0.00		20	0			\$0
0	2	MR-4-08-1217	% Out of Service > 24 Hours	UNE/RES Specials (DS1/DS3)	0.00	0.00	8	4			\$0
0	2	PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS		100.00					\$0
0	5	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		100.00					\$0
0	5	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					\$0
0	10	PO-4-01-6660	% Change Management Notices Sent on Time	Change Notif./Conf. (Type 3,4,5)				0			\$0
0	25	BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale/UNE		100.00		356,363			\$0